

Customer

Who are you planning for?

More than **50%** of all people who ever turned **80** are still alive today

55+ year-old workers in the American workforce

16.8% in 2006

22.4% in 2016

24.8% by 2026

1 in 4 American workers*



*Special Committee on the Aging 12/17

3

Customer

Customer

Customer

Who are you planning for?

Digital natives

2.7 billion smartphone users worldwide

65-80 notifications per day*

Average user touches their phone **2,617** per day*

82% of teenagers use a smartphone#

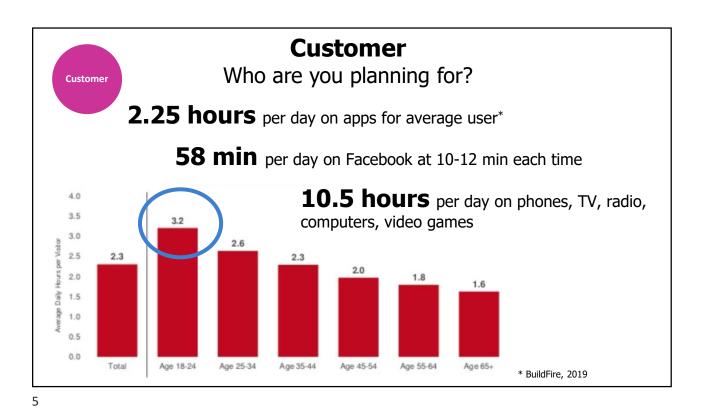
Gig Economy

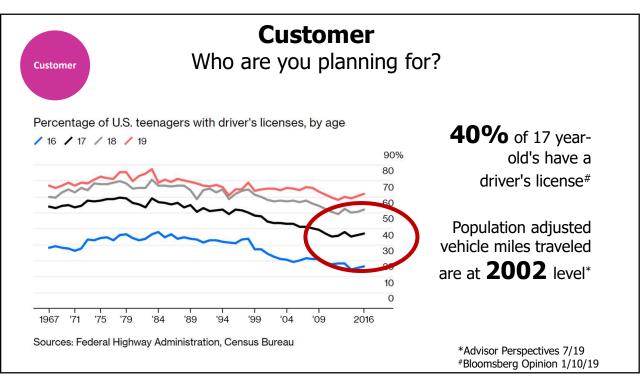
70% of world's workforce may be "on demand" by 2025

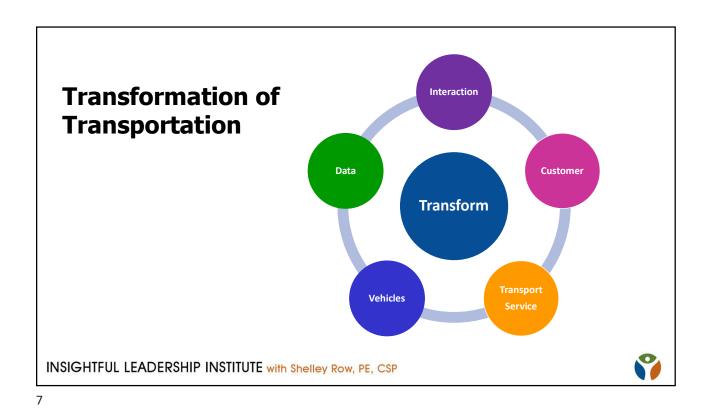
.

* Washington Post, 6/18/18 #Digital Trends, 4/10/18



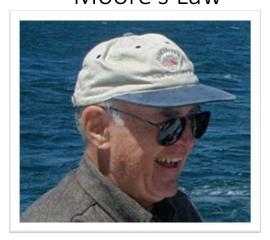




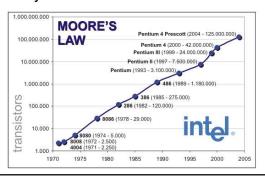


Interaction
From connection to interaction

Moore's Law states



Moore's Law states that the number of transistors that can be placed on an integrated circuit for the same price will increase exponentially by a factor of 2 every 18 to 24 months.





Interaction

From connection to interaction



80% of the world's population have mobile phones

Mobile traffic was **52%** of Internet traffic in 2018

*Statista.com 3rd Quarter 2018

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



9

Interaction

From connection to interaction



Interaction

95 million photos and videos are shared on Instagram daily

People are **80%** more likely to read content with colored visuals



6 of 10 people prefer online video platforms to TV



Every minute **350,000** updates are sent to Twitter



Interaction

From connection to interaction



2.23 billion monthly active users worldwide

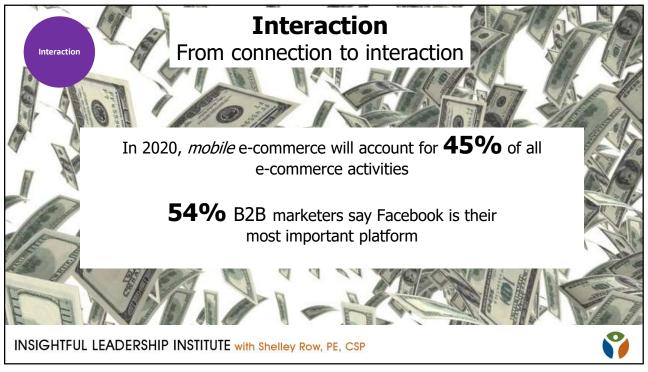
88% are mobile users*

510,000 comments are posted every minute5 new profiles are created every second

Every day **300,000,000** photos are uploaded to Facebook

*Hootsuite 11/13/18

11





2008: Airbedandbreakfast.com launched

6,000,000 new guests in 2013 Nearly 250,000 properties were added in 2013



March 2015: Airbnb had funding that places it at

\$20 billion valuation

It has over 1,000,000 listings in 34,000 cities and 190 countries



750,000 rooms in 94 countries since its founding in **1919**

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



13



Pope John Paul II, April 2005

Pope Francis, March 2013





Interaction

From connection to interaction

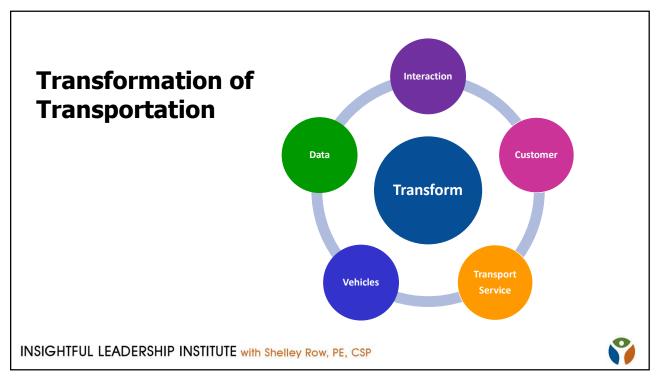
Assume everyone can **comment** on or **photograph** everything you do

62% used social media to report service issues

30% of customers expect a response within 1 hour



15





DataData to Information



20 households generate more internet traffic as the entire internet in 2008

*Statista.com 3rd Quarter 2018

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



17



DataData to Information

Big data analytics market is projected to be

\$275 billion

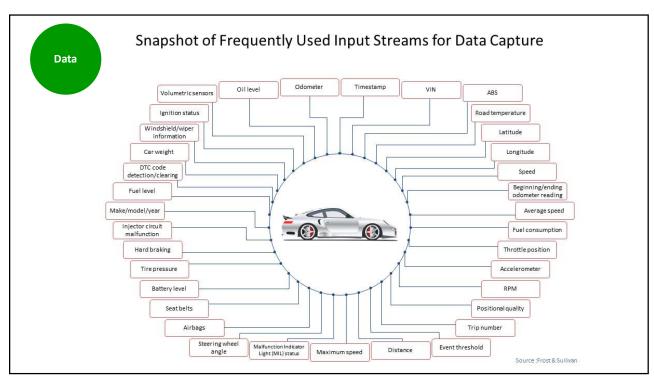
as of 2023*

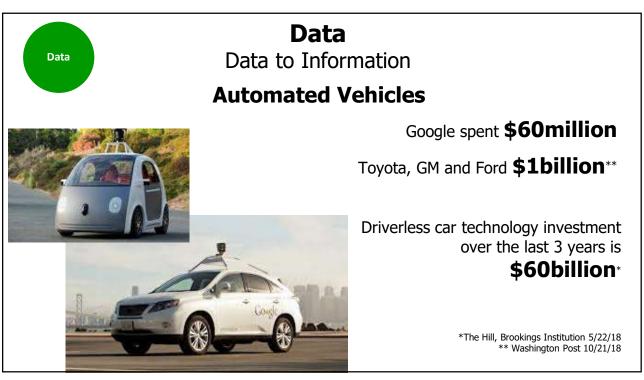
If all connected vehicles with the ability to capture data were monetized, the opportunity would be

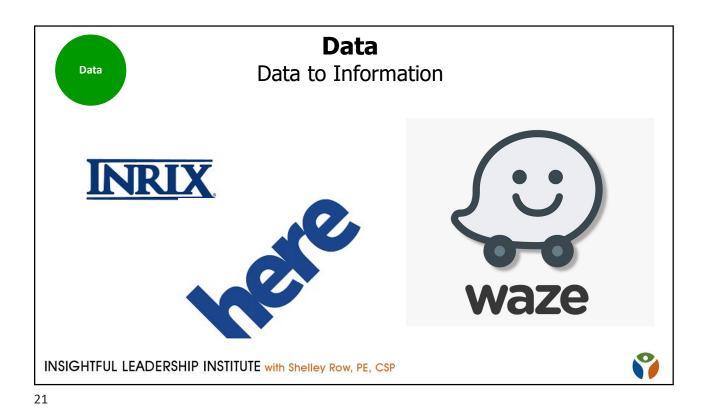
\$33 billion by 2025**











Data Data Data Recommended for You Amazon.com has new recommendations for you based on items you purchased or told us you own.







Data

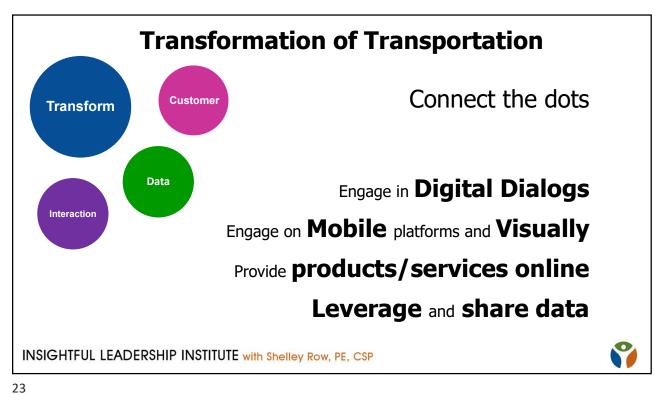
Data to Information

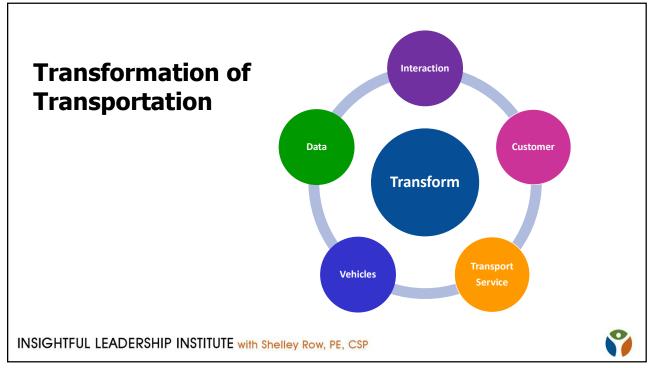
Personalized information

For those 35 and younger, **80%** want the car to understand their technology preference and predict their needs

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP









Horsepower to Processing Power

First space shuttle had **500,000** lines of code

Ford projects that by 2020, vehicles will have **100 billion** lines of code*

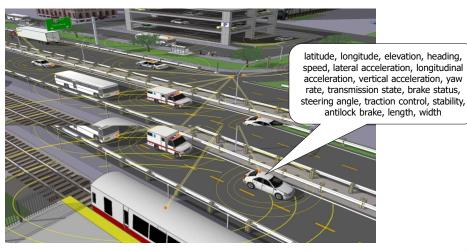
*Washington Post 1/16/18 Lisa Joy Rosner, Otonomo

25



Vehicles

Horsepower to Processing Power **Connected Vehicles**



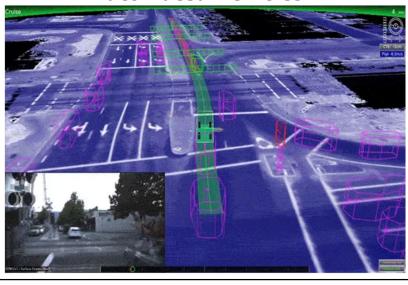
INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



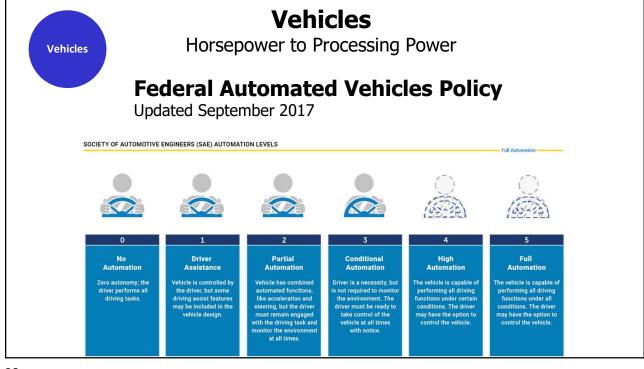


Horsepower to Processing Power

Automated Vehicles



27





Horsepower to Processing Power

Automated Vehicles

By 2040, AVs will be 95% of new vehicles sold;

96.3 million sold globally*

*Fortune 9/13/17

IBM predicts that **15%** of new cars sold by 2030 will be AVs#

57 companies are authorized to test AVs on California roads

30 states took up **78** proposals to regulate autonomous driving**
**Route Fifty 5/17/18



29

Vehicles

Vehicles

Horsepower to Processing Power

Automated Vehicles





INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP





Horsepower to Processing Power

Automated Vehicles

61% of Americans are *not* inclined to ride in a self-driving car**



69% are concerned about sharing the road with AVs*

**Brookings Institution

*Advocates for Highway and Auto Safety



INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP





Horsepower to Processing Power

Automated Vehicles

Widely available self-driving cars will take "longer than you think."

John Krafcik, Waymo



Slow down. And shut up.

Washington Post 10/21/18

33



Vehicles

Horsepower to Processing Power

Electric Vehicles

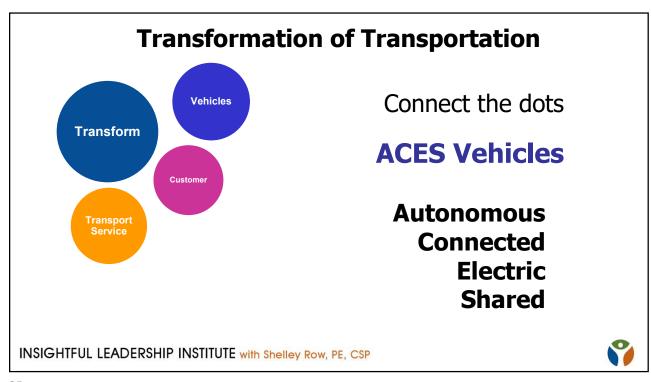
By **2019**, all new Volvos will be electric or hybrid**

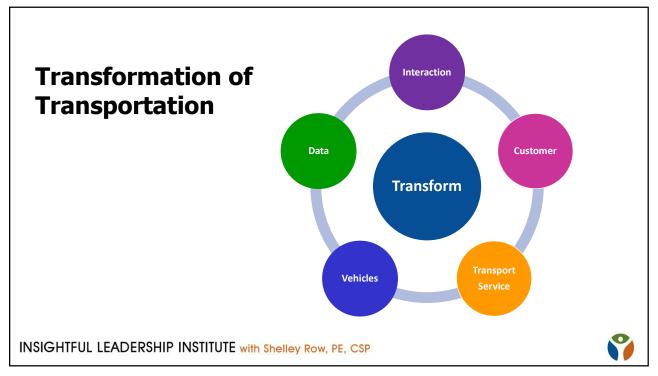
By **2040,** majority of new car sales outside US will be **electric***



**Washington Post 7/6/17 *Forbes 3/27/18









Transport Service

From driving to a service

2009: Founded as "UberCab"

2010: The app was released 2012: Expanded internationally

2015: Reached \$2.8 billion in total funding

As of May 28, 2015, the service was available in

58 countries and 300 cities worldwide
Services 40 million riders/month worldwide

Google invested \$238 million



37



Transport Service

From driving to a service

Mobility-as-a-Service (MaaS)



App-based ride services **tripled** between spring 2015 and now*

39% of young people say they can get around just fine without driving

*NYC Transit Study



Transport Service

From driving to a service

Mobility-as-a-Service (MaaS)



10,000 cars

9% stake in Lyft*



M/VEN

Business Insider 8/22/17 **Washington Post 12/2/17

39

Transport Service

From driving to a service





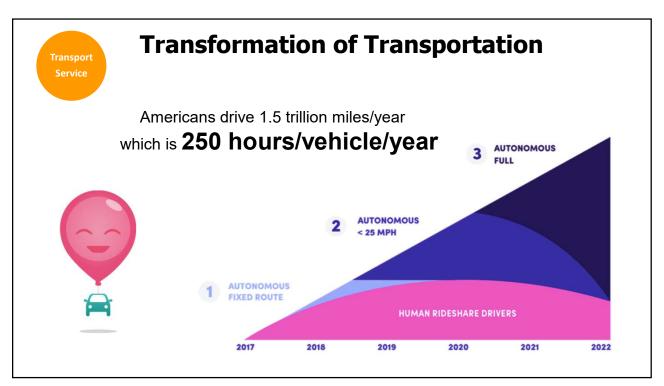
60% of TNC users would have taken transit, walked or biked*

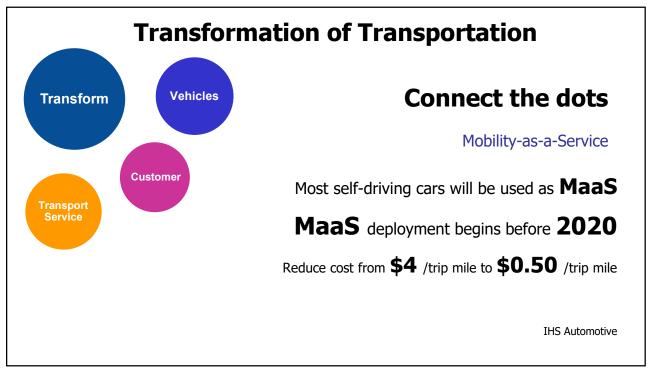


2.6 new vehicle miles on the road for each mile of personal driving removed*



*The New Automobility: Lyft, Uber and the Future of American Cities







"With the power of AI and the rise of autonomous and connected vehicles, we have mobility technology that won't just incrementally improve the old system but can **completely disrupt it...**

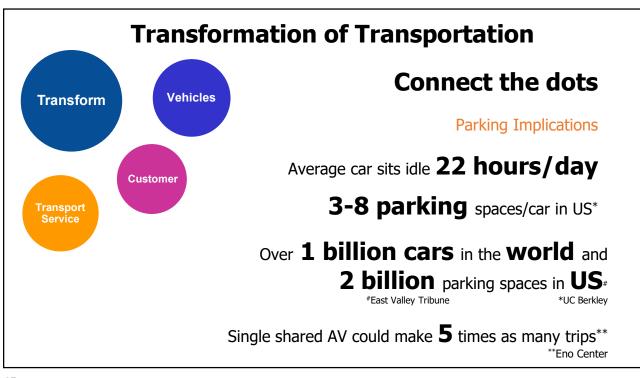
It's a total redesign of the surface transportation system with humans and community at the center."

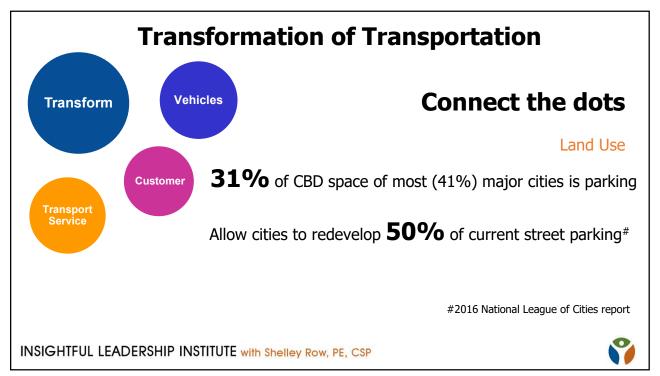


--Jim Hackett, CEO Ford

43







Transform

Curb Space

Curb space uses:

Parking Deliveries Vehicle charging Bike-share Smart meters AV for MaaS Pedestrians



INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



47

Transformation of Transportation





Connect the dots

Modeling & Design

Historic data (pre iPhone) to plan
20 years from now

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP





Connect the dots

Plan for flexibility

Only **6%** of city and regional transportation plans consider self-driving vehicles*

Only **3%** of transit plans consider ride-sharing companies like **Uber, Lyft**

* 2016 National League of Cities

49

Transformation of Transportation Revenue Impacts **Transform** Revenue shortfall of more than **\$5 billion** in auto-related revenue 2016 National League of Cities Vehicle Registration, Licensing, Ownership Tax: \$677 M Parking Fees and Taxes: \$1.5 B Gas Taxes: \$697 M Towing: \$81 M Traffic Citations/Camera Parking Citations: Violations: \$593 M \$1.3 B "Half of the revenue for transportation capacity & operations is based on a parking model that will be obsolete in a dozen years."

50

Rob Spillar, Austin, TX



Connect the dots

What do we want?

High-occupancy vehicles

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



51

Transformation of Transportation



Connect the dots

What do we want?

Zero-occupancy vehicles

Transit Oriented Development

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP





Connect the dots

What do we want?

Zero-occupancy vehicles

Automated Oriented Development

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



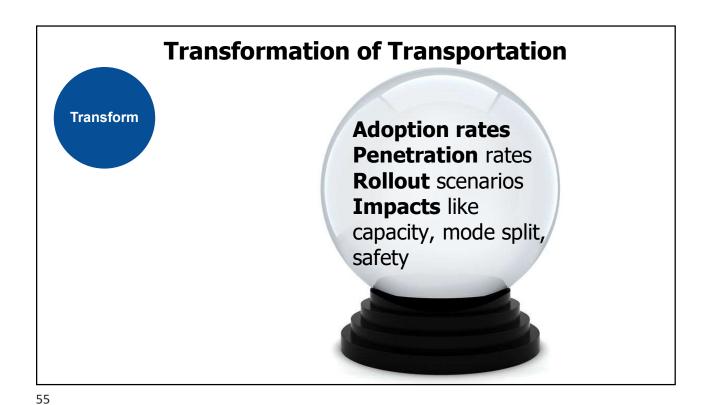
53



Up to **80% fewer** cars on the road*

Convergence of automation, electrification & shared mobility may result in **auto-induced exurb sprawl****

*Carlo Ratti, MIT Senseable City Lab **Institute of Transportation Studies, UC Davis



Transformation of Transportation

Transform

Maintenance & construction within existing ROW
Traffic incident management
Traffic signal upgrades
Data sharing
Signs & lines
Short life spans



High Risk

New ROW
Big investments
Parking garages
Long project
development cycle
Long-term agreements



57

Transformation of Transportation



Connect the dots

Plan and design for flexibility

Build in **Off ramps** in the planning and design process for large investments

Assess technology & other **trends**

INSIGHTFUL LEADERSHIP INSTITUTE with Shelley Row, PE, CSP



